

MARICOPA ASSOCIATION OF GOVERNMENTS
HUMAN SERVICES TECHNICAL COMMITTEE
MEETING MINUTES
JANUARY 26, 200

TECHNICAL COMMITTEE MEMBERS
ATTENDING

Carl Harris-Morgan, Town of Gilbert, Chairman	Sandra Reagan, Southwest Community Network
*Lorenzo Aguirre, City of El Mirage	Sylvia Sheffield, City of Avondale
Kit Kelly for Nichole Ayoola, City of Mesa	Judy Tapscott, City of Tempe
Judy Bowden, Mesa United Way	*Wayne Tormala, City of Phoenix, Vice Chair
+Linda Snidecor for Kelly Dalton, City of Goodyear	+Patrick Tyrrell, City of Chandler
Moises Gallegos, City of Phoenix	Neal Young, City of Phoenix
*Paige Garrett, Glendale Human Services Council	<u>OTHERS PRESENT</u>
*Kate Hanley, Tempe Community Council	Jane Albin, City of Mesa
*Connie James, City of Scottsdale	Blue Crowley, Citizen
Jim Knaut for Mary Lynn Kasunic, Area Agency on Aging	Teresa Franquiz, MAG
Barbara Knox, DES/RSA	DeDe Gaisthea, MAG
Virginia Sturgill for Margarita Leyvas, Maricopa County	Amy St. Peter, MAG
John Paul Lopez, City of Tolleson	
Joyce Lopez-Powell, VSUW	
*Dan Lundberg, City of Surprise	
*Doris Marshall, City of Phoenix	
*Sandra Mendez, DES/CSA	
Kyle Moore, DES/ACYF	
Susan Neidlinger, DES/DDD	

+Those members present by audio/videoconferencing.
*Those members neither present nor represented by proxy.

1. Open Meeting for Discussion
Moses Gallegos, City of Phoenix, called the meeting to order at 1:05 p.m. and introductions ensued.
2. Call to the Audience
Blue Crowley, community member and community activist, provided comments. He expressed his concern that only Maricopa County and the City of Phoenix have provided funds for the new Human Services Campus. He said that other cities should contribute as well. He cited the number of homeless people who died last summer from exposure to the extreme temperatures. This also indicates a need for more shaded bus stops, which may have led to less exposure deaths. He said, as an example, that the transit center across the

street has a security guard present 24 hours per day, but no one is permitted to use the restroom there. Additions of bike lockers and showers at the transit center would also be helpful. He recognized that he was currently speaking to a group who appreciates his point of view for increased human services. In closing, he also alerted the committee of the omission of a new bus route to Ajo in the current bus guide. He stressed the need to recognize both the rural and urban areas in the County.

3. Approval of November 17, 2005 Human Services Technical Committee Meeting

Chairman Harris-Morgan called for a motion to approve the November 17, 2005 HSTC meeting minutes. Moises Gallegos, City of Phoenix, moved to approve the minutes. Sylvia Sheffield, City of Avondale, seconded the motion. The minutes passed unanimously.

4. Update on the Regional Human Services Plan

Chairman Harris-Morgan introduced Teresa Franquiz, MAG, who provided an update on the revisions being made to the 2006 Regional Human Services Plan. Ms. Franquiz thanked the members for all the feedback they have provided so far on the various Plan chapters. Based on their suggestion at the November meeting, staff has been working hard to gather more input from other professionals who are not members of the HSTC. Specifically, staff has received additional feedback on the disabilities and developmental disabilities chapters. She noted that all of the chapters are completed, with the exception of developmental disabilities, which is undergoing additional revisions. At the moment, there is a bottleneck with the internal MAG approval process. There are two additional individuals that must be given the opportunity to review and approve each of the chapters before the whole Plan can be brought back before the committee. She said that she appreciated the participation and the patience of the members, and said they would see the last draft as soon as possible.

Chairman Harris-Morgan asked if there is an estimate on when the Plan will be ready for a last review by the committee. Ms. Franquiz said that because the February meeting would be in only two weeks, it is more likely to be on the agenda for the March 9 meeting.

There were no further questions at this time.

5. Social Service Block Grant Recommendations

Chairman Harris-Morgan thanked the members who volunteered for the SSBG work group, which met in December. Those members included Wayne Tormala, Patrick Tyrrell, Sandy Reagan, Susan Neidlinger, Marge Leyvas, and Jayson Matthews. He offered the reminder that it is the task of this committee to provide recommendations on target service areas to DES for the local distribution of SSBG funds. The work group that met in December formed the initial recommendations that the committee will vote on today. He asked Ms. Franquiz to present the work group recommendations to the committee.

Ms. Franquiz again thanked the work group members who participated in the December meeting. She noted that the group had a really productive, frank discussion, not only

about the recommendations for this particular fiscal year, but also about the local SSBG recommendation process itself. Much of the discussion touched on ways to improve the process in future years.

She noted that MAG was notified by DES in early December that the projected funding levels for SSBG for fiscal year 2007 were expected to remain the same as the previous year. For the MAG region, the total amount of locally planned funding is approximately \$4.1 million. She reminded the committee that this amount is a projection, and may change pending passage of the federal budget.

Given that the funding level is expected to remain stable, the work group recommended that the committee vote to leave the recommended funding levels the same as the previous year. She pointed out the packet of materials that were distributed. The packet included the matrixes that show the recommended funding levels for each of the four target service areas. Also included in the packet were the notes from the work group's meeting in December, and additional background materials received from DES from the Divisions of Children, Youth and Families; Rehabilitative Services; and Developmental Disabilities.

In reviewing the notes from the work group meeting, Ms. Franquiz pointed out that much of the conversation revolved around ways to improve the committee's overall recommendation process. The work group noted that a first important step would be to obtain additional information from DES as to what happens with the SSBG funding once it has been allocated. The group discussed some additional pieces of information they would like to have, including how many people in Maricopa County are being served by SSBG funding, where they are located, exactly what services are being provided to them, as well as division level expenditures for the previous fiscal year. The group also recommended that MAG request a copy of the annual federal report submitted by DES to the federal Department of Health and Human Services. Ms. Franquiz noted that she did receive a copy of this report from DES and she passed her copy around the table. She said that the expenditure information included in the report was provided on an aggregate statewide basis only, and is not broken down by planning area. She offered to send an electronic copy of the report to any members who would like their own copy.

In summary, she said that the information included in the members' packets is all of the information received from DES to date. She added that staff is still working with representatives from DES to ascertain how much additional information may be made available. She noted that Amy St. Peter, MAG Human Services Manager, had been in contact with Mary Gill, the Deputy Director for Operations at DES. Ms. Gill made it clear that she would do everything on her end to ensure that the committee receives as much information as possible. Ms. St. Peter added that the response from Ms. Gill was very positive and that she was eager to assist the committee with anything they may need to improve the local planning process.

Ms. Franquiz said that a recommendation from staff would be to invite division representatives from DES to provide presentations periodically throughout the year, in

order to provide information on current activities, division usage of SSBG funds, and to answer any questions from the committee. Ideally, an agency that receives funding from each division could also be invited, in order to offer more agency-level information about the services being provided. If this is instituted throughout the year, then the local recommendation process should be made easier in the December to January timeframe, just before the recommendations are due to DES in February. She stated that the goal would be to set up a process where information will flow more easily in both directions, between the local planning agency and DES. She offered to take any questions.

Susan Neidlinger asked if Ms. Franquiz had been able to get any additional information about DES's SPIRIT online procurement system. Ms. Franquiz replied that she had. She informed the committee that the work group had initially been interested in finding out whether the online procurement system would allow individuals outside of DES to participate in application review panels. According to Katherine Babonis, the Chief Procurement Officer at DES, the SPIRIT system will eventually allow for more community participation in the procurement process, and they are now working to roll out that system so that it can be available to individuals outside of DES. Currently, it is not available across the board for all procurement activities. Patrick Tyrrell asked if there was any information on why it is not yet available for SSBG, and asked that John Hoag, the SSBG Project Coordinator for DES, be invited to attend a future meeting in order to directly address this question. The committee agreed that they would like to hear from Mr. Hoag at a future meeting. Staff said they would arrange this.

Sandy Reagan noted that much of the discussion at the work group had addressed the issue of accountability. Ms. Franquiz agreed, and stressed that the work group had been interested in obtaining more information from DES in order to allow the committee to be more accountable in making its recommendations, and to allow members to speak knowledgably within their communities about what is being done locally with SSBG funding. Ms. Reagan said that in asking local elected officials to go by the committee's recommendations on how to allocate, the officials may want more information about how this funding is allocated in their particular communities.

Ms. St. Peter noted the responsiveness of Mary Gill when staff contacted her, and that she thanked the committee for all of the work that they do. She intended to help in getting the information that the committee needs to make good decisions.

Chairman Harris-Morgan asked staff if they had a recommendation of how to move forward in getting more information from DES. Ms. St. Peter said that Ms. Gill had indicated that the committee should be able to get all of the required information from John Hoag, and that she was concerned that we had not been able to get it so far. Ms. St. Peter added that she also thinks it will help to have the departments come throughout the year in order to make it a fuller process, and to get some more feedback from the departments. She said that in the end, if DES has access to the information the committee is requesting, then they will receive it soon.

Jim Knaut noted to the committee that it may be hard for DES to break out the SSBG funding by local community. In addition to the locally planned dollars, they also administer the state planned funds. All of these dollars are combined with other funding streams, which all goes into a single funding package. He offered the example that the Area Agency on Aging does not break out their funding information by community. Likewise, the City of Phoenix folds its homeless dollars in with other sources of funding. The SSBG funds in particular are used as a supplement to fill out gaps in funding and can be flexible in its use. He thought that it might be a challenge to get sufficient information to allow members to go back to their elected officials to say any certain amount of money is going into their communities. Ms. St. Peter agreed that not all of the information requested may be available. The hope is that further discussion with DES will clarify this.

Joyce Lopez-Powell added that it is important to know where the funds are being spent within the region. She noted that it would be interesting to compare this information to the list of organizations funded by Valley of the Sun United Way. She suggested doing an analysis of which programs are funded by VSUW, as well as those who receive SSBG funding.

Ms. Reagan said that in talking about accountability, it is essential for committee members who make these recommendations to be able to speak knowledgeably about the agencies in their own communities that receive funding. She suggested doing interviews with some of them or hearing presentations, but that something will need to be added to the process so that members we have more of a feel of what is being done with the funds. She said that the bigger picture is what services are being provided, how effective are the services, how are they measured, and whether we are continuing to give money to the same agencies that are doing the same things year after year. She would like for members to be able to speak to the people they represent in an effective manner about SSBG.

Ms. Neidlinger noted that in divisional budgets where the information is broken out by contract and agency, it may be relatively easy to tell where the services are being provided. She also noted that Jerry Hancock, John Hoag's predecessor at DES, had not been able to consistently provide this level of detail either. Ms. St. Peter said that at this point, staff aims to find out why this has historically been a problem and how it may be possible to get it more easily in the future.

Mr. Tyrrell stressed that he would like a more definitive answer of why committee members cannot be involved in the allocation process. Staff assured him that this will be one of the things they will address. Chairman Harris-Morgan suggested that it will be helpful to bring the appropriate individuals at DES to a future meeting, especially as they are new to their positions. Mr. Knaut said that at that time, the committee should also ask how we can involve the public in the process.

Mr. Gallegos asked for the list of information that was already requested by MAG staff. Ms. Franquiz said that the work group had asked for a copy of the reporting documents that are sent annually by DES to the federal government; the number of people served in our district with SSBG funds, by division; the geographic location (ideally by municipality) of those people; exactly what services are being provided; and also any

demographic information that may be available, such as age, income level, etc. She noted that she had also discussed the issue of the SPIRIT procurement system with DES representatives. She said that she would email out this information to the members so that they would have it in writing. Ms. Neidlinger suggested being more specific about the demographic information that the committee is requesting.

Ms. Reagan said that the work group felt like these were certain questions that had to be asked in order to proceed with more knowledge in the future, but that the group felt they had at least enough information to move forward with their recommendations for this fiscal year.

Chairman Harris-Morgan said that it sounded like there were two issues before the committee. One is the recommendation process, and the other the funding recommendation itself. He asked if there was any further discussion about the process. Ms. Reagan said that the work group had given their questions to staff, who will now make them available to the rest of the committee for their review and input. She suggested that staff continue working on the dialog with DES and report back to the committee as they learn more information. Mr. Tyrrell agreed that the recommendation stands, and although the process needs to change, there is still a need to go forward with the recommendations.

Mr. Tyrrell moved that the committee accept the recommendations of the work group. Ms. Reagan seconded the motion. Chairman Harris-Morgan asked if there was any other discussion. There was none at this time. The recommendations of the work were unanimously approved.

Ms. Lopez-Powell suggested that staff be careful to frame the parameters of the discussion that the committee is looking for from the DES representatives, in that they are interesting in hearing about what their division does with SSBG funding, rather than just general information about their division. Chairman Harris-Morgan agreed and said that staff would also ask John Hoag to specifically address the issues the committee has been discussing today.

Ms. Reagan moved that the recommendation from the work group, which was previously approved by the committee, be forwarded to the MAG Management Committee, in that it reflects the amount of projected funding that should be provided to target service areas for the elderly; developmentally disabled; disabled; children, youth and families, and barring any change in the funding level received from the federal government. If there are any unanticipated changes in the funding level, said recommendation will be returned to the committee. Mr. Tyrrell seconded the motion. There was no further discussion and the motion was unanimously approved.

6. Human Services Survey

Chairman Harris-Morgan asked Amy St. Peter, MAG, to discuss plans for a regional human services survey. Ms. St. Peter explained that the survey would be directed to MAG's human services committee members and agencies in order to collect data about

their priorities and needs for regional human services planning, as well as their satisfaction with the committee process at MAG.

She said that they are excited to be moving forward with the survey, which would be three-fold. The first purpose would be to get a sense of members' satisfaction with MAG staff, the committee process, and committee structure in order to give staff a benchmark to strive for improvement. The survey will also aim to collect feedback from cities and towns on what their priorities are for human services planning. The third purpose is to gather information that is needed for other committees. A case in point is the project currently underway in the Victim Services Subcommittee of the Regional Domestic Violence Council. They are working to develop an economic case statement of the cost of domestic violence to cities in town in providing criminal justice services and emergency medical services. The subcommittee needs information from the cities and towns in order to do that analysis. Staff's goal is to make the survey as concise and user-friendly as possible. She said that she wanted to bring the topic before the committee today to see if there is any information that they would like to get from the cities and towns for use here.

Ms. Neidlinger asked who in the cities and towns would be asked to fill out the survey. Ms. St. Peter replied that all of MAG's human services committee members would receive one, as well as the city managers and intergovernmental liaisons. Some information will need to be filled out by police chiefs and judges for more specific items. Ms. Reagan asked St. Peter to remind members what committees are at MAG right now. She replied that in addition to HSTC, there is the Human Services Coordinating Committee, the Regional Continuum of Care Committee on Homelessness, the Continuum's Planning Subcommittee, the Regional Domestic Violence Council, the Victim Services Subcommittee, Health Cares about Family Violence Subcommittee, the Regional Training Advisory Council, the 5310 Transportation Services ad hoc work group, and the HSCC Subcommittee on Youth Policy. Ms. Neidlinger asked how the survey would be developed. Ms. St. Peter replied that it would be done internally by staff, with the participation of committee members. The domestic violence questions that will be asked on behalf of the Victim Services Subcommittee will be developed in coordination with the ASU Partnership for Community Development in order to ensure statistical reliability. She said that she also hoped to get this committee's feedback on good performance measures and concise questions about direction. Chairman Harris-Morgan asked if any committee members had suggestions for the survey, to contact Ms. St. Peter.

7. Regional Human Services Retreat

Ms. St. Peter presented the topic of a regional human services retreat as a possible new project to consider over the coming year. She said that a lot of good dialog with the community had been started in getting public input for the Regional Human Services Plan. There were 23 focus groups and 3 community hearings. Staff received input from over 250 people about perceived needs and strengths in community. They did not want to stop the dialog, but to continue and improve it. One idea to facilitate this would be to have a retreat at the end of this year or the beginning of next year. This would continue the dialog started last summer, and let the public know what has happened since then.

Also, all of the human services committees are doing good work, but each is currently doing its work independently from the other committees. This retreat would provide an opportunity for committee members to come together and help each other. She offered an example of the DV Council prioritizing the issue of youth and domestic violence. There is currently a youth subcommittee at MAG that they could work with. She stressed that people do not live in departments or silos. In fact, the community stressed that they want government entities and providers to have more discussions together because there is so much overlap. Hopefully, this type of communication would help to maximize resources as well. She added that the concept would be a blend of a retreat and a conference, because it would include the public, and not just committee members. She said that her purpose today was to bring the idea to the committee to get feedback from members.

Ms. Reagan asked for further detail about the inclusion of the project in MAG's fiscal 2007 work program. Ms. St. Peter explained that for any new projects that will be taken on by MAG, they must be included in the annual work program, which details current projects and any new project proposals. If this committee reviews the proposal as provided in the handout and approves it, it would be reviewed by the municipal managers and approved by the mayors.

Ms. Neidlinger noted that DES also has a similar initiative that is looking to move towards more streamlined service integration. Ms. St. Peter agreed and said that she is currently in talks with DES about their work. Service integration is a critical issue for a lot of people and could potentially drive the content of the conference. Barbara Knox said that she currently serves on a committee that is working on service integration at DES. Ms. St. Peter said that she would like to speak with her more about this, if the proposal is accepted.

Ms. Lopez-Powell suggested framing the event differently than by calling it a retreat, especially if there is a possibility that there may be a fee to attend. She said that a retreat seems more internal and that maybe it should be renamed to make it seem more open to the public. She offered that the transportation subcommittee of the West Valley Human Services Alliance will soon be holding an event that they have named a "symposium." She also suggested incorporating "integration" into the title if the content of the event will revolve around that issue. Possibly it could be called a Regional Human Services Integration Conference or something similar.

Ms. Reagan noted that a past problem is that members have typically struggled with ways to communicate about human services to the public, especially in municipalities that do not have human services departments. She suggested that this event might be a really good way to continue to raise awareness.

The members asked Ms. St. Peter what resources would be required and where they would come from. She replied that there is some internal money available to cover a portion of the costs, but other possibilities include soliciting sponsorships. She is currently in discussion with some organizations, but nothing has been confirmed yet. Another possibility, as Ms. Lopez-Powell noted, would be to ask participants to pay a

small fee to get in. Ms. Lopez-Powell asked if MAG would be opening to co-branding the event. Ms. St. Peter said that might be an option.

Mr. Gallegos asked if the discussion around service integration would refer to the direct-line level of services being delivered in the community, or if the discussion would focus on integration at the level of what MAG does as far as funding mechanisms, planning and policy. Ms. St. Peter said that the objectives identified for the day would likely be at the policy and planning level, but that the outcomes would likely be measured at the line level. She gave the example of the new teams of DES workers who are trained to provide every service offered by the agency. They go out to shelters to help people sign up and are able to offer multiple services on the spot. Mr. Gallegos said that it was good that the committee is looking planning this type of event for a year from now. He said that it sounds promising, but that some parts are still a little unclear. Ms. St. Peter agreed that many of the details still need to be clarified, especially because it is a new idea and this type of event has not been done before. She said that staff would need more input from different people and the committees to help shape it.

Ms. Reagan asked about the projected timeline. Ms. St. Peter said that most likely, the event would be held in early 2007, or approximately a year from now.

Chairman Harris-Morgan called for a motion on the recommendation to include the human services retreat proposal in MAG's work plan for fiscal 2007. Jim Knaut made a motion, with a second by Ms. Reagan. The motion passed unanimously.

8. Announcements

Ms. St. Peter announced that the West Valley Human Services Alliance Summit would be held on February 16, and invited all members to attend. She said that the Alliance would be reporting out and dialoging with the community about the activities of the Alliance since the West Valley Environmental Scan was done in 2004. Ms. Lopez-Powell Launched said that the Scan was done in 2004, with a launch in March 2005 to present the results to the community. The Scan asked the question "What can communities focus on to improve the quality of life in the West Valley?" The results determined that there were five categories of concern. These were transportation; community planning and development; health, wellness and safety, communication and collaboration; and education. The Alliance formed five work groups according to these categories, which have been working since last April to come up with project and program proposals to address this input from the citizens. There were a lot of responses that indicated a need for being more collaborative. Users of services want us to know what others are doing. On February 16, the Alliance will reveal these collaborative programs/projects that were recommended by the work groups. MAG is staffing the Alliance, and the West Valley mayors and managers committee has been kept up to date, so they know what is happening as well. The intent is also to show funders what they can do to help to move these projects forward. She added that the Alliance will continue to do lots more work after the summit is over.

Chairman Harris-Morgan referred members to the copies of the DV Council's shelter report that they received as a handout. Ms. Franquiz offered to provide more copies if needed.

The Chairman added that the next meeting would be in two weeks, and that he hoped most members would be able to attend. One thing the committee will be looking at ourselves and the current internal operations of the committee. Ms. St. Peter said that other MAG committees have gone through this type of internal evaluation process recently to identify what the committee has been doing what members like, what are the areas to improve, and to talk about some ways to improve them. Staff felt that it would be good timing to go through this process at the beginning of the year and so soon after this meeting today. Chairman Harris-Morgan added that it may be helpful to go through this process before Mr. Hoag from DES comes to the March meeting.

There were no further announcements at this time.

9. Adjourn

The meeting adjourned at 2:40pm.

The next meeting of the Human Services Technical Committee is scheduled for Thursday, February 9, 2005 from 1:00 p.m. - 3:00 pm at the MAG building, 2nd floor Saguaro Room.